**Swathi Chundru**

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**Summary :**

* Having 7 years of IT experience and 5 years of experience in **Salesforce.com CRM** platform both as a developer and as an administrator.
* Experienced in all stages of the Software Development Life Cycle **(SDLC)** including requirement gathering, gap analysis, design, development, implementation, and enhancement and testing of standalone, multi-tier, web-based, and portals-basedobject-oriented enterprise applications.
* Comprehensive understanding of the capabilities and constraints of the **Salesforce.com** platform coupled with a sound knowledge of business processes across various domains including **Education, Supply Chain Management, Sales, Marketing, and Proposal Management.**
* Worked on Standard **B2B and B2C** applications.
* Worked on **Apttus CPQ** (Configure Price Quote) tool, shopping cart.
* Experienced in creating **Custom Reports, Batch Jobs, Queues, and Assignment Rules.**
* Expertise in **Service Cloud console** with exposure to **CTI** adapters and **mobile**application integrations.
* Created **Apex** test coverage classes for some email services. Attentive knowledge on developing **Salesforce1 mobile, Lightning User Interface and Process Builder.**
* Experienced in configuring **Salesforce.com** Standard Objects including **Accounts, Contacts, Leads, Opportunities, Cases, Products, Campaigns, and Page Layouts.**
* Implemented and Integrated services for complete **CPQ** software.
* Expertise configuring the components for **Lightning pages** and app builder and worked on Salesforce **Lightning Components** for building customized components replacing the existing ones.
* Extensive experience in the design and development of **Apex Classes, Controllers, Triggers, Visualforce pages as well as the Salesforce.com API.**
* Good Experience in Sales Cloud, Service Cloud, **Community Cloud** and Pardot (Marketing Cloud).
* Experience as the technical developer on projects focused on Salesforce - **Sales Cloud, Service Cloud, Marketing Cloud and the Force.com platform.**
* Developed Salesforce **Lightning Apps, Components, Controllers, and Events.**
* Experienced in writing complex Formula fields and Validation Rules as per specific business use cases.
* Proficient in optimizing **Process Builder, Workflows, Approval processes, Escalation Rules** and sharing rules as per the functional needs of the business.
* Skilled at generating and customizing **Salesforce.com** Reports and Dashboards.
* Adept at using the **Eclipse IDE** with the Force.com plug-in for writing business logic in **Apex.**
* Migrated large volumes of external data on to Salesforce.com using **Jitterbit** and **Apex Data Loader** as part of data management functions.
* Hands-on experience in implementing **SOQL** and **SOSL** in **Apex Classes and Triggers.**
* Excellent understanding of Governor Limits and developing applications to run within the limitations of the **Saleforce.com** platform.
* Experienced in deploying **Salesforce.com** applications across various environments (from Sandbox to Production systems) using **Flosum, Change Sets, Force.com IDE and Force.com Migration tools.**
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Extensively worked on designing test scenarios and test scripts in Unit Testing and **UAT.**
* Working knowledge of **C# , ASP.NET, VB.NET , Web Services , MVC , Win Forms, AJAX ,PL SQL, SQL Server 2005/2008/2012, Data Analytics R Programming , Crystal Reports , Autosys Jobs, Oracle 9i**
* Experience in Development and support of applications in **C# ,ASP.Net, SQL & Oracle** issues resolution within **SLA**, provides end to end solution to user’s queries, bug fixes and documentation.
* Experienced in managing onsite/offshore resources to implement and provide operational support to **SFDC Ecosystem** which includes **Salesforce, MDM and BI solutions.**
* Expert in managing change requests related to operational improvements, enhancements, and system customizations requested by various stakeholders to support their business processes and develop training materials illustrating the changes.
* Ability to multi-task, handle ambiguous situations efficiently and work collaboratively with project teams in organized manner.

**Technical Skills:**

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| **Salesforce Technologies** | Apex (Classes, Triggers), Custom Objects, Visual Force (Pages, Components and Controllers), Lightning, SOAP API, REST API, Bulk API, Web Services, Service Cloud, SOQL, SOSL, Dashboards, Reports, Workflows and Approval processes, Batch Classes |
| **Salesforce CRM Tools** | Apex Data Loader, Force.com IDE, Developer Console, Workbench, Eclipse IDE Plug-in, Force.com Platform, AppExchange apps, Apex Data Loader, Data Wizard, Apttus CPQ. |
| **Languages and Tools** | Apex, UML, HTML, XML, SQL, MySQL  |
| **Migration Tools** | Flosum, Change Set, Eclipse IDE, Ant Migration Tool |

**Professional Experience:**

**Client: Frost Bank, San Antonio, TX Sep 2019 to Till Date**

**Role: Sr. Salesforce Consultant**

**Responsibilities:**

* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic** to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party **API’s** and displayed within the lightning component.
* Implemented exceptional**Salesforce Commerce Cloud** (SFCC) solution based on design and functional specification on **Demand ware** Platform.
* Salesforce Service Implementation**providing Technical & Functional direction** for the development of the **Sales & Service Cloud Application** on Lighting Experience.
* Enable Wave solutions to be embedded into and available within our wider **SFDC** ecosystem.
* Grow our internal Wave expertise: a mentor, teacher, and guide to both developers and Sales Operations.
* Created multiple **Lightning Components, added CSS** and **Design Parameters** that makes the Lightning component look and feel better.
* Worked on **Business to Business (B2B Cloud Craze) & Business to Customers (B2C) SFDC patterns** involved interaction with all the various parties are involved.
* Leveraged **APEX** Controller to make a call for external requests to retrieve data from various **API’s** and displayed them on to the component.
* Developed documentation materials for heavily customized instance of **Salesforce with Lightning Experience UI, Community Solution Cloud** and **Wave Analytics.**
* Strong Experience in **Salesforce Lightning components design & designing compact layouts using Apex triggers, page layouts, Visual force pages, workflows for Mobile platform.**
* Developed custom Business logic using **Apex Classes, Visual force pages** and **Lightning components.** Used Visual force components like **Page Block, Command Buttons, Action support, Action Function.**
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Created and modified templates using **Apptus CPQ & Author CLM**. Modified profiles and permission set access as per requirement.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the **APEX** Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used refined global search in Lightning by developing **Apex classes** and **Controllers.**
* Experienced using **Force.com IDE** for creating, modifying, testing, and deploying **Force.com** Applications.
* Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Visualforce Pages for Lightning Experience, Alternatives for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Successfully implemented **Sales Cloud**, **Service Cloud**, **Analytics Cloud**, **Financial Services Cloud**, **Community Cloud**, **Commerce Cloud** and **Pardot**in sync with**Marketing Cloud** while implementing digital marketing strategies.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the Web Services through **WSDL** in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using **SOAP and REST API's.**
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Saleforce.com, Force.com IDE, APEX, Visual Force - Pages, GitHub, Salesforce.com Data Loader, Workflow& Approvals, Reports, B2B(Cloud Craze), B2C,Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Sandbox, SOQL, SOSL, Sales &Service cloud.

**Client:Baxter International, Deerfield, IL Jan 2018 to Aug 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* As a pilot program, migrated existing **SFDC** instance (25 users) from classic to lightning user interface.
* Involved and provided inputs in preparing the business case to the leadership on the value add in terms of user experience, business process impact, rollout approach, cost & timing.
* Mapped out all the existing functionality and conducted **GAP** analysis on current state vs future state. Also worked with **SFDC** Product team to understand their near-term road map.
* Replaced **JavaScript popups, JavaScript actions, URL** overriding with lightning actions, quick actions in lightning interface.
* Worked on designing and developing **Lightning** Community Builder and developed **Lightning Components**.
* Enabled custom domain to enhance access security and better manage login/authentication process, to leverage **Lightning functionality.**
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus **CPQ** package.
* Integrated APPTUS Configure-Price-Quote tool for Terminal and Accessories.
* Working withSalesforce.com **Sales cloud, commerce cloud, service cloud** as well as **Marketing Cloud.**
* Created Lightning Components and server-side controllers to meet the legacy classic functionality and migrated the standard/custom objects to lightning experience.
* Experience with the integrating **SFDC** and **AppExchange** partners such as **CPQ/Apttus.**
* Created multiple **Lightning Components,** added **CSS** and Design Parameters that makes the Lightning component’s look and feel better. Leveraged **APEX** Controller to make a call for external requests to retrieve data from various **APIs** and displayed them on to the component.
* Enabled Aura **Framework,** by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Used field level security along with page layouts in **Lightning** to manage access to certain fields.
* Ensured that the code coverage from the Test Classes is 85% and above before migrating to the production environment.
* Created and modified templates using **Apptus CPQ & Author CLM**. Modified profiles and permission set access as per requirement.
* Developed solutions on the **Force.com** platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and **Apttus Configure Price Quote (CPQ).**
* Worked extensively with **Salesforce.com Sales cloud** sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports. Architected solutions to meet business needs mostly within **Salesforce.com Service Cloud.**
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Customized **Salesforce CRM** beyond standard functionality with Visualforce and Apex code to meet the customer requirements.
* Developed Test classes and achieved the required code coverage to deploy into the production environment.
* Created custom controllers and controller extensions while developing **Visualforce pages.**
* Developed the **Apex Triggers** for data validation purposes, email notifications, for any custom functionality not accomplished by **OOB** features.
* Created Custom **Objects, Tabs, Sharing Rules, Page Layouts, Record Types, Queues,** and Profiles to support the user requirements and had maintained the deployment checklist to migrate the package between environments.
* Engaged the core project team such as BAs, QA, Power users throughout the project to provide the progress of the development, demo the application and capture early feedback.

**Environment:**Salesforce.com, Apex, Visual Force, Force.com IDE, Dashboards, Reports, Workflows, Sandbox, Data Loader, JavaScript, CSS, HTML,Apttus CPQ, Eclipse plug-in for Force.com IDE, Web services, SOQL, SOSL, Windows XP.

**Client: Blue Bird Corporation, Fort Valley, GA Nov 2016 to Dec 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation & developed and documented the Business and Software Requirements.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for users.
* Worked on **Service Cloud and Sales Cloud** implementations.
* Experience in developing and maintaining email templates within Marketing Cloud.
* Integrated web services by generating the necessary stubs from the **WSDL** files for extracting the data from the home-loan applications by using the home-loan web services.
* Implemented Salesforce.com web services client using **Salesforce web services API, Java, XML** and **Partner WSDL.**
* Designed Salesforce Service Cloud console to boost productivity with dashboard-like interface, to modify records.
* Used **SOQL&SOSL** with in Governor Limits for data manipulation needs of the application using Force.com explorer
* Managed Service Cloud components including **Service Console, Partner portal, Call Center, CTI integration, Customer Portal, Live agent, Knowledge Base** and **Entitlements**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and using other Platform based technologies like Visualforce, Force.com API and Webservices.
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Classes, Apex Triggers.**
* Experience in creating and maintaining Automations & Data Extensions and connector data transfer processes in Marketing Cloud.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects **like Accounts, Contacts, Opportunities, and Activities.**
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Collaborated with the **QA** team in reviewing and validating test plans and test cases, and ensure that the application meets user requirements.
* Used Git as version control tool, Maven as build tool to specify dependencies.
* Responsible for **Continuous Integration (CI)** and **Continuous Delivery (CD)** process implementation using Jenkins and Project Management tool as **JIRA.**

**Environment:**Saleforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow &Approvals Reports, Custom Objects, Custom Tabs, Email Services, Community and Partner Portals, HTML, JavaScript, Java, Web Services, WSDL, Sandbox, Eclipse, Git, Maven, Jenkins, Jira

**Client: Baker Hughes, Houston, TX Jun 2015 to Oct 2016**

**Role: Salesforce Administrator**

**Responsibilities:**

* Customizing client’s **salesforce.com** instance based on new business requirements.
* Worked on standard objects such as leads, **Opportunities, Accounts, Contacts, Campaigns** associated with **sales cloud.**
* Maintain and Customize mobile based Applications.
* Create and manage custom **manage fields, Objects, complex workflow rules, record types, data validation, page layouts, triggers and third-party integration.**
* Worked on Service Cloud communities for sharing business process.
* Experience working across various **SFDC** implementations that are covering **Sales cloud, Service Cloud** and **Apttus CPQ.**
* Automated Sharing rules whenever there is a new change in sales team instead of using an**Apex trigger.**
* Worked with internal customers to gather requirements and implement configuration changes including definition of workflow and approval processes and custom object implementation.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Provided day-to-day end-user support and assist users to enhance and increase their knowledge of **salesforce.com.**

**Environment:**Salesforce.com, Apex, Visual Force, Force.com IDE,Service Cloud Console, Dashboards, Reports, Workflows, Sandbox, Data Loader, JavaScript, CSS, HTML, Web services, Windows XP.

**Client: Ever Bank, Jacksonville, FL Jul 2013 to May 2015**

**Role: Java Developer**

**Responsibilities:**

* Involved in design, coding, testing, and documentation, and followed **agile** methodology.
* Designed and developed the web-tier using **HTML, JavaScript, Servlets, and Struts.**
* Involved in the development of business module applications using J2EE technologies like **Servlets, JSP** and **JDBC.**
* Designed the application using the J2EE design patterns such as **Session Façade, Business Delegate, Service Locator, Value Object, Value List Handler and Singleton. EJB** Session Beans were used to process requests from the user interface and CMP entity beans were used to interact with the persistence layer.
* Developed **EJB MDB’s** and message Queue’s using **JMS** technology.
* Implemented security for different front-end views based on the access privileges
* Used **SQL** statements and procedures to fetch the data from the database.
* Used **SAX** and **DOM** parser to parse the XML documents and **XSLT** for transformations.
* Consumed **Web Services (WSDL**, **SOAP)** from third party for authorizing payments to/from customers.
* Deployed the application on to **Apache Tomcat** application server.
* Developed test cases and performed unit test using **JUnit** Framework.
* Used **log4j** for logging messages, **CVS** as Version Control, and **ANT** for Build automation tool.

**Environment:** Java, J2EE, Struts, Servlets, EJB, JMS, Oracle 9i, SAX-DOM, WSDL, SOAP, Apache Tomcat, Log4j, Junit, CVS, ANT.